CONSOLIDATED INFORMATION TECHNOLOGY SERVICES
TASK ASSIGNMENT (TA)

1. **TITLE:** (D312) MSTB COMPUTER SYSTEM ADMINISTRATION AND LAB SUPPORT

TA No:	RCE001-Rev10		
Task Area Monitor:		**Alternate Task Area Monitor:**	None
NASA POC:	None	**Software Control Class:**	Low Control
Type of Task:	Recurring Task		

2. BACKGROUND

The Metals and Thermal Structures Branch (MTSB) computer lab consists of a heterogeneous network of UNIX workstations, a MAC/PC file server, and a PC desktop computer in Building 1267. Software includes various commercial analysis, CAD/CAM, and graphics software packages, as well as license managers, compilers, and software developer utilities. On-site system administration for hardware and software is required to maintain network security and resource availability for NASA personnel, contractors, and grantees, within and outside the Langley network domain. The MTSB Thermal Structures Lab (TSL) consists of three 220 kip, two 500 kip, one 110 kip, and one 22 kip test machines. Mechanical load tests are combined with thermal loads, ranging from -420 degrees F to 2500 degrees F on specimens that are up to 4 ft. by 8 ft in size. Strain, displacement, and temperature measurements are obtained using eight data acquisition systems with over 400 channels per system. The data acquisition system consists of 8 personal computers running commercially available software. The MTSB Metals Lab performs mechanical testing and metallurgical analysis. The LAL contains a number of MAC and PC desktops and a mainframe computer running a variety of software for data acquisition and processing for metallurgical analysis. On-site system administration for hardware and software is required to maintain network security and resource availability for NASA personnel, contractors, and grantees within the Langley network domain.

3. OBJECTIVE

The objective of this task assignment is to provide system administration support for the Metals and Thermal Structures Branch computer lab, Thermal Structures Lab, and Light Alloy Lab.

4. GENERAL IT SUPPORT SERVICES

Services Specified Through Exhibit A:
Refer to Exhibit A, Inventory of Equipment and Software (attached), that has been completed to define the required General IT Support Services.

The services of System and IT Security Administration shall be provided for those systems

for which ¿System and IT Security Administration Required¿ is checked in Exhibit A. The level of security shall be consistent with the information category identified by the code checked for each such system (see NPG 2810.1). If these services are not required for the system as a whole, they shall be provided for any isolated processors where the information category code is entered in the SSA column.

Any system software, application software, or database software that is licensed to run on a particular item of equipment is entered in the respective column for that item. Software that does not require a license is also included if it is relevant to any of the required services.

The services of Hardware Maintenance (HM), System Software Management (SSM), Applications Management (AM), and Database Administration (DBA), are required for the items of equipment or software that are checked in the respective columns of Exhibit A.

Customer Support and IT Consultation and Training:
The Contractor shall provide the basic level of Customer Support and IT Consultation and Training given in Sections 4.7 and 4.8 of the SOW for all General IT Support Services.

Exceptions and Additional Requirements:
For systems that are covered under vendor or third-party hardware or software maintenance contracts, quotes for replacement parts and software upgrades will be obtained from vendor or third-party sources and provided to NASA Point of Contact for procurement.

Contractor shall assist the Government in coordination of construction of new computer facilities and relocation of computer equipment.

Contractor personnel will be located on-site in the MTSB office area in building 1267. Computer systems in the MTSB computer lab will be set up to operate 24 hrs. per day, 7 days per week. Operations will be monitored outside of normal working hours and problems will be reported to designated persons who will respond and initiate correction of the problem.

General IT Support Services Performance Metrics

Performance Standard: The MTSB web site is fully operational, kept up-to-date, and meets LMS-CP-5909 requirements.

Performance Metrics:

Exceeds: "Meets" and improvements are recommended and adopted.

Meets: The MTSB web site is current and accurate. Modifications are completed within 5 days of receipt (or approval, if later).

Fails: Any of the requirements in a) of this subsection is not satisfied or requested modifications take longer than 5 days.

Performance Standard: The ODIN inventory for MTSB is kept up-to-date.

Performance Metrics:

Exceeds: "Meets" and and is proactive in maintaining contact with Branch ODIN users to identify and resolve problems as appropriate.

Meets: The ODIN inventory is current and accurate. Approved changes are made within 1 hour of notification.

Fails: Any of the requirements in b) of this subsection is not satisfied.

5. SYSTEM AND APPLICATION DEVELOPMENT SERVICES

None required.

6. WORK-AREA SPECIFIC SERVICES

Work Area Title: Metals and Thermal Structures Branch (MTSB)

LaRC Manager: Stephen J. Scotti

Work Area Description: See item 1.

Work Area Requirements:

a. Maintain the MTSB web site, serve as the web site curator as defined in LMS-CP-5909, and modify the web site to meet Section 508 accessibility requirements.

b. Assist the MTSB ODIN point of contact by maintaining the ODIN inventory.

7. Exhibit A

Exhibit A

8. SPECIAL SECURITY REQUIREMENTS

None.

9. SOFTWARE ENGINEERING PROCESS REQUIREMENTS

The contractor shall follow the processes for software maintenance as specified according to the software control class in Task Assignment #1.

10. JOINT REVIEW SCHEDULE

There will be a joint review of the work of this task at meetings to be held when needed. The following persons or their alternates are required to attend: NASA technical monitor and Contractor personnel assigned to task. Technical performance, timeliness, and cost will be discussed.

11. PERIOD OF PERFORMANCE

This TA is effective from 02/01/01 to 04/27/10

12. TECHNICAL PERFORMANCE RATING

In evaluating Technical Performance, quality and timeliness shall be rated as follows:

Quality: 60% Timeliness: 40%

13. RESPONSE REQUIREMENTS

This Task Plan shall address the contractor's specific work plans, associated estimated labor hours, cost and schedule.

14. GOVERNMENT ESTIMATED COST

15. FUNDING INFORMATION

Funding last submitted on 09/01/2009.

16. MILESTONES

None required.

17. DELIVERABLES

None required.

18. FILE ATTACHMENTS

None.